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A MESSAGE FROM THE SECRETARY NEW FISCAL YEAR BRINGS CHANGE AND OPPORTUNITY

As with most state agencies, DOA starts the new fiscal year with both relief and concern. While *Auld Lang Syne* is not often sung in summer, we should remember its historic use to close out one period and start anew with reflection of lessons learned, opportunities created, and associations appreciated.

On June 30, DOA lost many fine colleagues – and even more unfilled positions – as a result of the challenging budget process. Our ability to serve citizens and partners in the professional, responsive manner to which they have become accustomed will be put to the test.

It will be difficult at times, as we transition to new ways of doing essential tasks, but I trust that each of you will do whatever is needed to meet our mission. It's the least we can do to demonstrate our abiding respect and affection

for those who, through reduction-in-force, no longer serve alongside us. Please join me in commending all the hard-working, career state employees whose dedication helped to make our agency strong, and in wishing them every success and happiness.

As we move forward, it is important to know that impacts from the legislative session will continue to affect our operations. Several studies have been ordered, including possible consolidation of this agency with several others, as well as comprehensive reorganization of Motor Fleet Management and other agencies owning state vehicles.

Additionally, some longstanding and essential projects will need to be restructured since they were not funded. The Agency for Public Telecommunications, for example,

has shifted from appropriations to being fully receipt-supported.

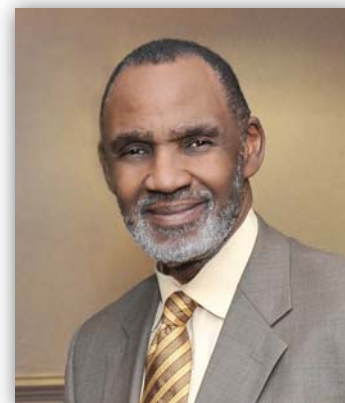
The State Property Office has until March to formalize an identification process for unused or underused state land and, perhaps most importantly, report \$15 million in net revenue. It also must process a high volume of lease cancellations and relocate agencies to state-owned facilities.

Perhaps the greatest impact will be felt in Purchase & Contract, where new statutory guidelines for Procurement Modernization provide welcome flexibility, but also place limitations on practical implementation. State Procurement Officer Sam Byassee and Procurement Transformation Project Manager Patti Bowers are working to establish a plan to use internal resources to implement the most urgent and transformative steps, with others to follow as feasible.

The Council for Women will exemplify the “doing more with less” mantra by managing more grants with fewer staff, since the budget required both closure of a regional office and re-opening of grant applications to allow new entities a chance to participate. This is likely to delay and/or reduce grant funding, which will have ripple effects locally at agencies that strive to serve at-risk citizens.

And, let's not forget, the Youth Advocacy and Involvement Office will shift its focus to the latter half of its highly regarded name, now that it no longer includes a dedicated advocacy unit.

It's a lot to digest but, working together, we will achieve the satisfaction of knowing we are doing our best serve the needs of citizens and partners.



Secretary Moses Carey, Jr.



ADMINISTRATOR SPOTLIGHT: A TRANSPARENT APPROACH TO SAVING MONEY THROUGH SMARTER BUYING

Sometimes it takes a fresh set of eyes to see how to fix something that isn't working to full potential.

This is the challenge that fell to Patti Bowers, who joined DOA in November 2010 to lead the Procurement Transformation Project, which will redefine the way the state procures goods and services to achieve standardized processes, leverage buying power and increase compliance. The project was identified as a key priority of the Business Reform and Accountability Commission (BRAC), which was charged by Governor Perdue to find ways to save money and increase efficiencies in state government.

Bowers, a career procurement professional who formerly served at ITS, immediately formed stakeholder groups to collect data and advise the vendor tasked with analyzing current purchasing policy and practices. This step not only targeted strengths and weaknesses but also made it clear that all partners must be actively engaged in order to establish a more effective procurement model.

"The time was right for this project, and Patti was the perfect fit," said James Staton, who was State Purchasing Officer when the project began and now works for the District of Columbia. "By reinstating the procurement roundtable, she ensured that representatives from all state agencies had a voice and worked together to build consensus."

Bowers' ability to unite procurement officials with different priorities – and translate the vendor's recommendations into a workable plan – has earned her the praise of colleagues, who enthusiastically nominated her for an Administrator Extra Effort Award.

"I'm sure there were times when Patti wondered what in the world she'd gotten herself into," said COO Anne Bander. "It wasn't an easy task, and it's far from completed. But thanks to her oversight and commitment, we are much closer to realizing the project goals of leveraged and more strategic buying, of strengthened contract monitoring, of structured training and professional development, and greatly enhanced understanding of the state's spend. All of these will contribute to better use of resources and cost avoidance. Given the ongoing budget concerns, that's no small accomplishment."

Sam Byassee, current State Purchasing Officer and a founding member of the project's stakeholders committee, acknowledged that some P&C staff members are anxious about the process and what the future holds, but he strongly affirmed Patti's abilities.

"This is very much a team project, and we will rely on our own strengths and resources to advance this from recommendations to actions," Byassee said. "I've worked with Patti for years and I can



Patti Bowers and Sam Byassee collaborate on the Procurement Transformation Project.

personally assure my team that she is dedicated to doing what is right to establish protocols that will not only benefit state coffers but also recognize the contributions of our procurement professionals."

Bowers has been committed to openness and involvement throughout this process. Soon, she and Byassee will begin briefing the procurement professionals, state leaders and agency stakeholders about the implementation plans. The goal is to ensure that what goes forward will be clear and of benefit to the central procurement groups (P&C and IT Procurement) as well as all our agency customers.

The plan will also be available online so that employees, the vendor community, and other interested parties can see it and the timetable.

"It is essential that this serve as a model for transparent government – and a way to hold ourselves accountable," said Senior Deputy Secretary Speros Fleggas. "Patti had to work hard with our partners to ensure that this project moved forward in a timely way and with necessary stakeholder buy-in. This is a very complicated task, and her commitment and dedication has been impressive."

George Bakolia, Senior Deputy Chief Information Officer, praised Bowers' integrity. "I've seen both sides of Patti, having working with her many years as a supervisor and now as a partner in the Procurement Transformation Project," he said.

"She's a forward thinker and has an excellent understanding of statewide law, procedures and policies. Because of that, she's always a resource for others, and they know they can count on her," Bakolia added. "Once again, she has proved to be highly dedicated and able to deliver."

ADMINISTRATOR SPOTLIGHT: FOUNDATION DIRECTOR IS 'DRIVING FORCE' IN VICTIM COMPENSATION EFFORT

In one way or another, we've all had the experience of trying to help someone who has been mistreated. But since she joined DOA in February 2010 as Executive Director of the newly founded N.C. Justice for Sterilization Victims Foundation, Charmaine Fuller Cooper has found herself in the unenviable position of having to not only express the state's formal apology to victims of the N.C. Eugenics Board, but also bring together a diverse group of individuals and their families to agree upon a fair manner of compensation.

"Charmaine brings an extraordinary dignity to the process by recognizing the different experiences of victims and survivors, some of whom have only recently learned the truth about their situation," said Deputy Secretary June Michaux. "Her compassion is genuine, and her leadership serves as a vital link in this important undertaking."

For this and other reasons – such as her co-leadership of DOA's successful 2010 State Employees Combine Campaign, which will be reprised this year – Fuller Cooper was chosen to receive the Administrator Extra Effort Award.

Fuller Cooper's skills were especially evident in June, when she coordinated a dynamic Listening Session for the Eugenics Task Force. Its purpose was to give victims of the abolished sterilization program and family members an opportunity to tell their stories publicly and to state what they believed the state should offer as compensation for their experiences.

A dozen individuals addressed the Task Force – some with tears, others with anger. The event was streamed live on the internet and reported upon by local, national and even international media. The three-hour session was attended by a standing-room-only crowd, which included a bipartisan group of state legislators, as well as Governor Perdue, who expressed her support.

"We were a little concerned with having such a big event here, but Charmaine handled it just right," said Helen Chestnut, Administrative Officer at the Eaddy Agronomics Building in Raleigh, where the hearing was held. "She made sure that everyone got a chance to have their say, and everyone was treated with courtesy and respect."

Dr. Laura Gerald, Task Force Chair, credits Fuller Cooper with "single-handedly keeping us on track and moving forward. "I have found both her historical perspective and working knowledge of the topic to be invaluable," Gerald said. "She's professional and personable, very well organized and has a remarkable ability to reach out to those connected to this



Charmaine Fuller Cooper has spent countless hours talking with eugenics victims, Task Force members, legislators and others to draft a report for the Governor.

important issue. There is no doubt that she has been the driving force behind the work of the Task Force."

DOA Legislative Liaison Christy Agner said Fuller Cooper has proved equally effective in working with legislators, whose support is essential to both protecting confidential details in sterilization records and approving any future compensation agreement.

"Charmaine demonstrated the No. 1 rule in advocacy: be direct and honest about your position and what the effect of action will be," Agner said. "She was proactive with members of both parties and helped legislators find common ground on a key policy clarification regarding the public nature of records of those impacted by the Eugenics program. "

Rep. Larry Womble of Forsyth County, who has advocated for sterilization victims for years, agreed. "Not everybody can do this kind of work, but Charmaine has a proven track record and deserves the highest accolades," said Womble, who worked with Fuller Cooper on the Racial Justice Act.

"I've been involved with this issue for about 10 years now, and there was never any one person who I or victims could depend on. Her role is very important and pertinent to the successful resolution of his chapter in North Carolina history."



LEGISLATIVE UPDATE: IMPACTS ON DOA

By Christy Agner, Legislative Liaison

The Department of Administration worked with several Legislators to successfully pass two 'Agency' Bills this Legislative Session. Driven in part by DOA's Performance Management process, two areas of our Government Operations and Advocacy mission – [Purchase & Contract](#) and the [N.C. Justice for Sterilization Victims Foundation](#) – were identified areas in the N.C. General Statutes for clarification and update. Changes will not require fiscal resources in this tight economic climate.

This type of proactive work with Legislators is likely to continue as we seek to evaluate the work that we do and strategically plan for future service to citizens. Legislative changes include:

Procurement Modernization – The drafting of this legislation was fully collaborative from start to finish. The entire team at Purchase & Contract partnered with the Executive Team, other agencies involved in procurement and a selected third-party vendor to suggest updated statutory language to modernize the procurement methods used by the Secretary and state departments, institutions and agencies.

The end product is [Session Law 2011-339/SB 404](#). Given the collaboration and proactive work by DOA and its partners, we were pleased that the bill received a unanimous vote in both

the House and Senate. It is our hope that this new law is the first step in a series of successes to come with the Procurement Transformation Project.

Eugenics Program Records – The drafting of this legislation began during the drafting of verification forms and procedures to assist the work of the N.C. Justice for Sterilization Victims Foundation. Reviewing the public records laws of the state, DOA sought to ensure transparency of our work to the public, but recognized that the historical records of the N.C. Eugenics Board Program contained personal health related information that could be private and sensitive for an impacted citizen.

The end product is [Session Law 2011-188/H 374](#), which clarified the public records law to provide reassurance to people contacting the Foundation to other state agencies about N.C. Eugenics Board Program records that the personal identifying information of people impacted by the program will not be directly or indirectly shared by the state beyond that person or his/her authorized agent without their permission. This bill also received a bi-partisan and unanimous vote in both the House and Senate – a significant achievement – given the very public nature of the work of the Eugenics Task Force.



2011 DEPARTMENT OF ADMINISTRATION LEGISLATIVE OVERVIEW

By Christy Agner, Legislative Liaison

The 2011 session of the General Assembly came to a close on June 18. After a historic session with a Republican legislature and a Democratic governor, the Legislature adjourned earlier than in recent sessions. Bills and budget debates were rushed through the last three weeks. Most days began with committees at 8 a.m. and adjourned many nights after midnight. Careful tracking of hundreds of bills was required as many were being substituted with new language that impacted the Department.

The General Assembly returned on July 13 for a special session dealing with redistricting and veto overrides, for an anticipated period of two weeks.

Advocacy and Internal Programs Highlights

Commission of Indian Affairs

The Legislature eliminated pass-through Federal Block Grant dollars that funded in-home health services to citizens and the FTEs that provided the service and an administrative support position that supported the N.C. Commission of Indian Affairs (statewide board).

Human Relations Commission

The Legislature eliminated the MLK Commission grant funds to local programs and may study the duties of the HRC to determine if it shall remain as an independent agency within DOA.

N.C. Council for Women

The Legislature reduced the appropriation for the Displaced Homemaker and the Sexual Assault Grants by 5 percent, eliminated a regional office of the Council for Women and its two staff as well as an administrative support position that supported the Council for Women (statewide board) and Domestic Violence Commission (statewide commission).

Additionally, the Legislative Budget adapted the eligibility requirements for the Domestic Violence Center fund that provides grants to local service providers. To accommodate the

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change in policy, CFW reopened the grant application process to allow potential new eligible applicants to be included in the grant process.

State Parking Division

The Legislature doubled parking fees from \$1 to \$2 per hour at Visitor Lots.

Youth Advocacy & Involvement Office

The Budget eliminated the Advocacy function of YAIO, including three advocate positions, the Youth Internship Coordinator position, the Deputy Director position and nearly 85 percent of its operating funds. Additionally, *S 593* eliminates the Governor's Advocacy Council of Child and Youth (staffed by YAIO).

Government Operations Highlights

Facility Management Division

The Budget eliminated 11.75 positions (carpenters, grounds, plasterers, landscaping, housekeeping contract administrator, painter and pest control) and required a carpenter position move to receipt funding.

Historically Underutilized Businesses Office

The Budget eliminated the Deputy Director position.

Motor Fleet Management

The Budget requires Program Evaluation Division to study passenger and non-passenger vehicles of all agencies and exempts the University System from utilizing MFM for law enforcement vehicles.

Purchase & Contract Division

The Budget eliminated seven positions, established purchasing requirements for retread tire contacts, raised benchmarks for the University System, and captured \$4.48 million from the E-Commerce fund for General Fund availability.

-*S 404* authorizes DOA to modernize procurement functions by broadening the types of procurement tools and techniques available (similar to the more flexible and modern practices of ITS procurement).

-*H 713* requires P&C to issue multiple service contract RFPs for several specific categories of goods. Despite demonstrated fiscal impact to the Department, the Legislature did not appropriate funds to assist with needed compliance and oversight tasks.

State Construction Office

The Budget moved nine positions to receipts support, mandated less oversight for certain Community College capital projects and less oversight to the University system on certain R&R planning

efforts. The Legislature plans to study planning for long term capital needs. Additionally, *H 119* adapted the usage practices of using weather-based irrigation controllers in public construction.

Surplus Property - State/Federal

The Budget provides exemption from Surplus Property for oversight of the transfer of certain equipment between community colleges and the sale of timber by NCSU.

State Property Office

The Budget eliminated a space planning related position, requires the SPO to develop a system and provide reports regarding the sale of state assets and assist with a significant number of lease eliminations and reallocations/transfers related to program changes and eliminations.

- *S 159* conveys a tract of the former Blue Ridge Correctional Institution to Mayland Community College for \$1.

- *S 596* adapts the distribution of receipts following the disposition of real property.

Secretary's Office Highlights

The Budget eliminated the program management position for the Environmental Clearinghouse function. Additionally, the Legislature plans to study reorganization of HR, IT, Purchasing, Budget and financial management.

Agency for Public Telecommunications

The Budget moved all positions (was one-half of positions) to receipt-support for FY 11-12 and beyond and added a requirement that all agencies use APT for media placement needs. Additionally, the Legislature placed constraints on development and operations of a new state portal and eliminated appropriations for the project.

Veterans Affairs

The Budget eliminated a technology position, reduced appropriations for Aid to Counties offering veteran outreach services and reduced appropriations for Class I-B scholarships.

Management Information Systems

The Budget required one position be transferred to receipts support.

N.C. Justice for Sterilization Victims Foundation

H 374 clarified the public nature of information collected by the Division about persons who may have been impacted by the Eugenics program.

HUMAN RELATIONS COMMISSION CLOSES RECORD NUMBER OF CASES

For the second year in a row, the [N.C. Human Relations Commission](#) (HRC) has closed a record number of housing discrimination cases. The Commission began the year with 64 cases under investigation and received another 93 cases over the year, closing 105 cases in all.

“We worked diligently to investigate cases promptly and provide relief as quickly as possible, both to those who have suffered discrimination and those who believe they have been unjustly accused,” said Executive Director John Campbell.

While individual investigators’ caseloads have increased due to budget and staff cuts, Campbell said the staff has met the Housing & Urban Development (HUD) timeliness standards for cases investigated.

The Commission has had to respond to a 26 percent increase in public inquiries regarding potential illegal discrimination. It has put in place efficiencies to more quickly process those inquiries that eventually become complaints, and to close complaints faster without compromising investigative quality or due process.

According to Campbell, the Commission has also had to expand its outreach efforts. “We have provided training and support to communities in crisis and those trying to avert crisis by embracing change, learning their legal rights and responsibilities and learning ways to avoid discriminatory practices and policies,” he said.

Deputy Secretary June W. Michaux said Commission staff demonstrates commitment to investigating cases thoroughly in a professional manner and as a team while meeting HUD’s performance requirements. “They have done an outstanding job to improve the number of cases closed over the past two years,” she said.

“We are wholeheartedly committed to continuing to help make North Carolina a place where equal opportunity is not just the rule of law, but the expectation for all,” said Campbell.



(Seated) Tania Valeria, Director John Campbell and Katrina Middleton
(Second row from left) David Cullom, Joseph Polich, Mary Curtis, David Cauthorn, Edward Smith, Richard Boulden, Phillip Jordan and Gene Troy
(Not pictured, Valerie Branch)

Improved productivity

- Exceeded HUD’s standard of 95 percent by closing 96 percent of aged cases in federal FY 2008-2009, and 100 percent of aged cases FY 2009-2010
- Increased percentage of cases closed within 90 days from 22 percent to 33 percent
- Closed an HRC record number of cases in FY 2009-2010 (96) and FY 2010-2011 (105)

DIABETES WORKSHOP OFFERED

A free, six-week Living Healthy with Diabetes workshop will be offered this fall, beginning on Sept. 12. It is designed to help you learn the skills and tools to better manage chronic conditions.

The 50-minute classes will be held in Room 2087 (HR Training Room) of the Administration building. Details are as follows:

- Classes are scheduled from 11 a.m. to 1 p.m., once a week, over six weeks.
- The class must be taken on the employee’s time and approval for flex-time must be obtained from supervisor.
- The class is space limited and will be filled on a first-come, first served basis.

To register, please email Jane Armstrong at jarmstrong@tjcog.org by Aug. 15.

WIPPERMAN APPOINTED AS ASSISTANT SECRETARY FOR VETERANS AFFAIRS

Administration Secretary Moses Carey has appointed Timothy E. Wipperman of Durham, an attorney and U.S. Army veteran, as Assistant Secretary for Veterans Affairs, effective July 11. He will serve as Director of the [N.C. Division of Veterans Affairs](#) (NCDVA).

"Tim brings exceptional credentials and a welcome degree of experience and commitment in serving veterans," Carey said. "At a time when our military community is expanding, his leadership will help us carry out the Division of Veterans Affairs' motto of 'helping those who served.'"

"I am excited about this opportunity," Wipperman said. "Each generation of veterans faces unique challenges, while at the same time sharing in some that are common to veterans of all eras. I look forward to helping North Carolina's veterans receive the benefits they deserve."

NCDVA serves as an advocate for veterans and their families offering assistance through a network of District and County Veterans Service Offices. Its staff assists in the presentation, processing, proof and establishment of claims, privileges, rights and benefits as they may be entitled to under Federal, State or local laws. NCDVA also provides skilled level nursing care and provides burial plots to qualified veterans of North Carolina, as well as a scholarship program for children of North Carolina disabled, combat or deceased war veterans.

Approximately 800,000 veterans currently reside in North Carolina, which also counts about 120,000 active members of

the military and 25,000 guard and reserve forces. Combined with the many military bases located here, the total impact on the state's economy is about \$25 billion annually.

Wipperman has 21 years of active duty in the U.S. Army, both as an officer and an enlisted man. He served with conventional and unconventional units including more than three years with the Alaska Army National Guard. As an attorney, he has represented clients in all levels of the North Carolina state court system in criminal and civil cases.

Wipperman earned his law degree in 2005 from N.C. Central University School of Law, where he was a Senior Editor of the NCCU Law Review and received the Floyd B. McKissick Award for Leadership and Scholarship. He is a life member of the Veterans of Foreign Wars, AMVETS, Association of the U.S. Army and Military Officers of America Association, as well as a member of the American Legion, the American Bar Association and N.C. Bar Association.



Timothy E. Wipperman

WELLNESS PROGRAM OFFERED

The popular Eat Smart, Move More, Weigh Less class is being offered again to DOA employees. Classes for the 15-week weight management program will meet on Thursdays at 11:15 a.m. starting Aug. 11 and concluding on Nov. 17.

The 50-minute classes will be held in Room 2087 (HR Training Room) of the Administration building. Details are as follows:

- The cost is \$30 per participant and includes the cost of a personal journal and magazine that participants keep. Registration fee must be paid in full during the first class with a check or money order to N.C. Public Health Foundation. Cash will not be accepted.
- Participants who attend at least 10 out of the 15 sessions will receive a \$25 refund at the end of the program.
- The class must be taken on the employee's time and approval for flex-time must be obtained from supervisor.
- There are a limited number of spots that can be offered and they will be filled on a first-come, first-served basis.

To register, please email Jamie Pittman at: Jamie.Pittman@dhhs.nc.gov by July 29. For additional information, visit www.ESMMWeighLess.com.

SURPLUS PROPERTY CONSUMER EARNs NATIONAL AWARD

Chester W. may not know a lot about what's involved in procuring Federal surplus property to support nonprofit programs in North Carolina, but he does know that it's enabled him to have a reliable, paying job – and he no longer has to walk to medical appointments or buy food.

"I cut grass," said Chester, a longtime participant of Person County Group Home Inc. (PCGH) in Roxboro. "I don't need nobody to get to work. I take care of myself."

Chester and two other program participants joined PCGH Director David Forsythe in Raleigh on June 7 when Forsythe accepted the first-ever Associate Member of the Year Award from Scott Pepperman, Executive Director of the Philadelphia-based [National Association of State Agencies for Surplus Property](#) (NASASP). Administration Secretary Moses Carey accepted a NASASP letter of appreciation on behalf of Gov. Bev Perdue and Division Director of Surplus Property Mickey Sauls accepted a NASASP award presented to the state's [Federal Surplus Property Agency](#).

"Federal Surplus was not set up to aid people with disabilities, but its property has a value beyond its original life," Forsythe said. "All people have value, too. Property we have acquired is helping teach job skills and responsibility, as well as provide a degree of independence."

Forsythe's program was nominated for recognition by Federal Surplus Property Officer Ronnie Strickland. While NASASP received many nominations from member agencies across the country, Pepperman said PCGH stood out.



Scott Pepperman, NASASP Executive Director (left), presents the first-ever Associate Member of the Year Award to David Forsythe of Person County Group Home Inc. of Roxboro.

"We feel strongly about using Federal surplus property to improve the quality of people's lives," Pepperman said, adding that NASASP also works with emergency management officials to provide needed goods after floods, hurricanes and tornados, including the storm that recently tore across North Carolina. "What David has been able to accomplish is a wonderful example of creativity and consistent use of our program."



Gov. Bev Perdue greeted the 2011 class of State Government Interns during a reception July 12 at the Executive Mansion. Sixty-three interns have assignments in state offices from coast to coast.

FEMA CREDITS P&C FOR COLLABORATION TO BENEFIT CITIZENS

By Sam Byassee, State Purchasing Officer

The aftermath of April tornados created an unanticipated contracting opportunity for many vendors in North Carolina who provide storm recovery services. Given the urgency of the situation, arrangements needed to be managed quickly, efficiently and in accordance with the sometimes complicated rules and codes.



Sam Byassee

According to an officer of the Department of Homeland Security (DHS), the [Division of Purchase & Contract](#) performed its role with distinction.

In a recent email to partner agencies, DHS Regional Contracting Officer Annette R. Wright said she “wanted to share a great success story of the federal contracting staff partnering with the state purchasing staff.”

Noting that disaster declarations were issued for 18 North Carolina counties, Wright noted that FEMA worked closely with State Purchasing Manager Jim Westbrook and Rebecca Barbour of [Commerce’s SBTDC Procurement Technical Assistance Center](#) “to make sure 90 percent of federal contracting dollars were awarded to local businesses in North Carolina.

“Jim helped FEMA source local vendors for all types of commercial buys. The support of the local businesses in North Carolina was awesome. They partnered with the federal team to help in the recovery and response efforts.

“It was quite refreshing for me as a Contracting Officer/Purchasing professional to see my tax dollars awarded to economically uplift and rebuild the community after such a major event,” Wright continued. “This was the first time that FEMA and our state counterpart partnered to host a vendor outreach session set aside for small businesses in the affected area. What a great success it was to see state and federal come together for the common good of the survivors/state.”

5 COMPLETE LEADERSHIP ACADEMY

By Mitch Owen, Organizational Development Specialist

Five more DOA employees have completed the Leadership Development Academy offered by Human Resources Management. Jim Westbrook, Ralph Edelberg, Tina McLamb and Tina Kelly, all of Purchase & Contract, and State Parking Director Cathy Reeve were recognized with certificates on July 11.

HR implemented a leadership development program for new and existing supervisors in late 2010 following an extensive training needs assessment of the agency. The Academy is taught over several months using a series of intense training programs designed to help supervisors ensure effective performance management, deal successfully with conflict and difficult situations, strengthen team efforts, and provide strategic leadership within their division.

The program, based on proven management principles used in today’s most effective business and government operations, uses a battery of self-assessments, group discussions, role plays, case studies, and active learning exercises that allow the participants to apply the principles to real work situations. Participants report that the program has taught them to think about “how they approach



(From left) Ralph Edelberg, Tina McLamb, Secretary Moses Carey Jr., Cathy Reeve and Jim Westbrook (not pictured, Tina Kelly)

things” and to use “new managing methods” in their approach to supervising others.

For information about future Academy opportunities, contact Mitch Owen at 919-807-2484 or mitch.owen@doa.nc.gov.

MICROSOFT OFFICE AVAILABLE FOR HOME USE

By Bob Zenkel, Management Information Systems

As a DOA employee, you are eligible to participate in Microsoft's Software Assurance Home Use Program (HUP). This program enables you to get a licensed copy of most Microsoft® Office desktop PC applications to install and use on your home computer for \$9.99 (plus tax).

Under HUP, you and our other employees who are users of qualifying applications at work (e.g. Office) may acquire a licensed copy of the corresponding Home Use Program software (e.g. Office) to install and use on a home computer. You may continue using HUP software while you are under our employment and as long as the corresponding software you use at work has active Software Assurance coverage.

Please note that some product and language versions may not be available at the time you place an order. For up-to-date information on the availability of Home Use Program software, please visit <http://microsoft.com/licensing>. If you have any questions, please contact Michael Utley at 919-807-2307.

To access the Microsoft Home Use Program website:

1. Go to <http://hup.microsoft.com/>.
2. Select the country to which you want your order to be shipped to and choose the language for viewing the order website.
3. Enter your State e-mail address and insert the following program code **385048B618**
Note: This program code is assigned to our organization for our sole use in accessing this site. You may not share this number with anyone outside our organization.
4. Place your order online and you can download the software immediately. Or you can order a disk and it will be shipped to the location you have chosen. Please note that a fulfillment fee will be charged to cover packaging, shipping and handling costs.

DOA SUPPORTS STATE EMPLOYEES COMBINED CAMPAIGN

Secretary Moses Carey, who is the Statewide Chair of this year's State Employees Combined Campaign (SECC), has asked Charmaine Fuller Cooper, Director of the N.C. Justice for Sterilization Victims Foundation, and Trumelia Hawkins, Benefits Specialist in Human Resources Management, to again serve as co-chairs of this year's DOA campaign.



"In addition to providing traditional services to communities, the State Employees Combined Campaign is faced with new and growing needs as a result of the slow economic recovery," Carey said. "I am confident that state employees will continue their tradition of support for needy families, the elderly and children by making a pledge."

State employees within DOA are encouraged to donate to carefully screened SECC charities either through payroll deduction, a one-time contribution or participation in a SECC special event within DOA and a Division.

Look for more information about DOA's campaign soon from your Division Coordinator.

NEW TRIANGLE TRANSIT GOPASSES AVAILABLE



If you are interested in obtaining a new GoPass, please complete the "revised" GoPass Application form. Permanent State employees who receive State benefits and work in Downtown Raleigh are eligible to receive a free

GoPass (see Terms and Conditions on the Application). Additional information may be found at <http://triangletransit.org/bus/state-government-gopass>

Please bring or fax your completed GoPass Application to Cynthia Olsen in the Secretary's Office (Suite 5106 of the Administration Bldg.). She will verify your eligibility and forward your application to the State Parking Office and will contact you once your GoPass is ready to be picked up. If you have any questions, please call 919-807-2338 or email cynthia.olsen@doa.nc.gov.

STATE BUDGET INCREASES RATE FOR VISITOR PARKING LOTS

Effective July 1, rates at all visitor parking facilities in the Downtown State Government Complex doubled, from \$1 per hour to \$2 per hour or \$16 for a lost ticket, due to changes approved by lawmakers in SL 2011-145.

The parking rate increase is required in Section 31.27B.(a) of the budget document. Section 31.27B.(b) designates that “Funds generated by subsection (a) of this section shall be used to support debt service associated with the Green Square” parking deck. The \$17 million facility, which includes 900 spaces for use by state employees and visitors, opened in January.

These parking facilities are operated by the [State Parking Office](#) of the N.C. Department of Administration. Maps of state parking facilities are [available online](#).

The new rate structure is:

State Government Visitor Lot Rate Changes		
Increment	Current Rate	Effective July 1, 2011
1st 15 minutes	Free	Free
1st hour (including initial 15 minutes)	\$1.00	\$2.00
Each additional hour or portion thereof	\$1.00	\$2.00
Lost Ticket	\$8.00	\$16.00
Rates are applied 7 a.m. to 5 p.m. Monday through Friday. Cash/Credit Only.		

HOW TO RESET NCID

Management Information Systems reminds DOA employees who forget their password that they can reset it without IT assistance by selecting the “Forgot Your Password” link on the [NCID Log-in page](#).

Users will be presented with three of their challenge questions. Once you answer the questions, you will be presented with the Change Password page. [Section 3.2](#), how to use “Forgot Your Password” of the User Guide, explains the process in detail.

Also, if you inadvertently LOCK your NCID account, it will automatically unlock after one hour, and you can use the above process to reset your password.

ITS is still available to unlock an account, as are DOA NCID administrators, but using the “Forgot Your Password” process proves a quick resolution, rather than opening a ticket and waiting on a call back.

NEW HIRES, RETIREMENTS

NEW HIRES

Patrick Thompson	Facility Management	March 18
Christopher Buckheit	Facility Management	April 12
Renee Roberts	Veterans Affairs	April 25
Myk Barbero	Motor Fleet Management	May 26
W. Sam Byassee	Purchase & Contract	June 27
Timothy Wipperman	Veterans Affairs	July 11

RETIREMENTS

Sally Lind	Human Relations Commission	April 1
John Shaw	Veterans Affairs	April 1
Cleo Alston	Motor Fleet Management	April 1
Randall Greenwood	Veterans Affairs	May 1
Cola Burke	Facility Management	May 1
William Mangum	Mail Service Center	May 1
Mary Ann Thrower	Surplus Property	July 1

DIVISION NEWS

AGENCY FOR PUBLIC TELECOMMUNICATIONS

Amanda Hubbard's art work was accepted into the "Pulp" exhibition, which opened July 1 and continues through Aug. 5 at the Visual Art Exchange in City Market. All works are on paper and the exhibition was judged by Kate Shafer, Gallery and Exhibitions Manager for the Contemporary Art Museum in Raleigh. Amanda received an honorable mention award for her work, titled "Rooster."

Jill Hammergren

spent June 23-July 5 in Athens, Greece, volunteering for the Special Olympics World Summer Games, where 7,500 athletes from 180 countries participated in Olympic competition events. Hammergren is a part of an international Media SOS team that provides media expertise and consultation to Special Olympics staff, volunteers, athletes, media, sponsors and spectators at International World Games events. The team facilitates media coverage, crisis communications, celebrity interaction, sponsorship support and enhancement in an effort to promote, educate and create awareness of acceptance, inclusion and tolerance through Special Olympics.

COUNCIL FOR WOMEN

Jill Dinwiddie was one of the keynote speakers at the UN Women/United States National Committee Conference on June 11 at N.C. State University. The Conference brought together women and men from across the country to discuss issues impacting women and families



"Rooster" by Amanda Hubbard

and what can be done to fight violence against women and girls. National committees throughout the world support UN Women's goal of educating the public on global women's issues and raise support for its initiatives.

As a budget reduction move, CFW was forced to close its Greenville office, which was responsible for monitoring funded programs in 22 counties in eastern North

Carolina. Local government agencies hosted a farewell gathering for departing staff, **Leslie Parker** and **Suzanne Riggs**, on June 30.

Congratulations to **Julie Owens**, Southern Piedmont Regional Director, who authored a chapter in the new book "Responding to Abuse in Christian Homes: A Challenge to Churches and their Leaders." In the chapter "Notes from the Shelter," she writes that – having worked in both secular and faith-based shelters – she has found that the best shelters tend to be holistic, non-judgmental and accepting of the

victim, no matter where they might be, including presence or absence of faith. She offers church leaders advice and suggestions about how to operate within a best practices framework that focuses on safety and confidentiality.

FACILITY MANAGEMENT

Former landscaper **Cola Burke** retired from state service on May 1 with 32 years of employment – all of it earned at Facility Management. Director Tony Jordan said Burke is among the longest-serving employees at the Division.

FISCAL MANAGEMENT

Chief Financial Officer **Robin Diehl** was honored on June 11 by the Eastern North Carolina chapter of the American Diabetes Association (ADA) with the Sanofi Aventis Volunteer of the Year Award in recognition of her contributions of time and dedication. As the mother of a Type I diabetes daughter, Robin has found inspiration to serve both locally and nationally, including on the ADA's National Finance Committee and as a member of the National Board of Directors. She has met with the US congress several times to educate our national leaders about the ongoing need for increase research funding, measures to prevent workplace discrimination and the promotions of safety for children with diabetes at school and daycare.

HUB OFFICE

"On June 28, the HUB Office lost one of its valued team members, Deputy Director **Rick Baskett Sr.**," said Director **Bridget Wall-Lennon**. "Rick started with the HUB Office 11 years ago as a Compliance Specialist. His support of the HUB Office and historically underutilized businesses will be missed. We wish all the best in his future endeavors."

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Congratulations to **Patricia Jones**, whose son James Timothy Jones graduated from Winston-Salem State University with a B.A. in Mass Communications.

Congrats also to **Sheryl Cromedy**, whose son Darius Cromedy graduated from Needham B. Broughton High School. Daruis will attend Louisburg College in the fall.

Happy birthday to **Traci Fleming** and **Mathew Idiculla** (both on June 29), **Sheryl Cromedy** (July 3), **Lena Ridley** (July 6) and **Jerry Ryan** (Aug. 24).

JUSTICE FOR STERILIZATION VICTIMS FOUNDATION

Welcome and thanks to the Foundation's two part-time employees, **Dalisha Johnson** and **Tequila Peele**, who have worked tirelessly to assist those seeking information and verifications regarding the state's abolished eugenics program.

MAIL SERVICE CENTER

Congratulations to Director **Felix DeSantis**, who celebrated the arrival of a new granddaughter on July 1. Kaitlyn Elise Moxley (seen below with proud mother, Carol) weighed in at 6 lb., 14 oz. and was 19 inches long. She is welcomed by her doting grandparents, parents and sister Kara.



Barbara Coram celebrated her son Eric Reed's wedding to his lovely bride, Heather Parrish (above). The couple was married on May 14 at the St. Mark's Chapel at Mordecai Park in a service performed by **Pastor Clifton Cortez Winston**, also of MSC. Family came from Texas, Kansas, Tennessee, Washington, D.C., and South Carolina to attend. A pig picking reception followed at the home of Vernon and Theresa Parrish, the bride's parents.

MOTOR FLEET MANAGEMENT

Cleo Alston, a Vehicle Equipment Repair Technician in the garage, retired on March 31 after more than 20 years of service with the State. He was presented his retirement plaque by **Secretary Moses Carey** who dropped by to wish him good luck. The MFM family honored Cleo, with his family in attendance, with a catered luncheon and many heartfelt remarks.

Marco Mayes, a Processing Assistant in the Vehicle Assignment section, spent a month at home in Comayagua, Honduras. Marco returned well rested and excited to have been able to be with his family and friends. The city of Honduras is located in Central America and is known for its wealth of Spanish Colonial Architecture, Cathedral, Catrachos Soccer Team and Holy Week Celebrations.

Luther McLeod (below), a Mechanic in the Vehicle Repair Authorization section, and his wife Alysia, became the proud parents of Alexander Bond McLeod, born on April 26 and weighing 7 lbs., 9 oz. and 22 inches long.



PURCHASE & CONTRACT

Sam Byassee, former legal counsel to ITS joined P&C in April as State Purchasing Officer following the departure of **James Staton**, who accepted a similar job with the District of Columbia.

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Division News continued from page 13

There is lots of good news for **Peggy Crawley**, who welcomed the arrival of a grandson, Miles Harris Crawley, on May 2. He weighed in at 8 lbs. 6 oz. and was 21 inches long. Additionally, Peggy will retire from state service on July 29 – to spend more time with her three grandchildren!

local unions in West Virginia, Virginia and North Carolina. He also received a certificate of commendation for his tireless work on behalf of all North Carolina public service workers.

Kelly Promer and her husband, Chad, along with big sister Madelyn, welcomed Lincoln Mitchell Promer, born April 5, and weighing 8 lbs., 12 oz.

Happy Birthday to:
Wanda Hilliard (May 23),
Joe Creech and **David Keeley** (June 1), **Kelly Promer** (June 28); **John Cox** (June 30); **H. Blane Rice** (July 10), **Marion Patrick** (July 27), **Anna Derlicki** (Aug. 10), **John Barbour** (Aug. 17), **D. Trip Steinbock** (Sept. 8) and **Troy Baker** (Sept. 17).

SURPLUS PROPERTY DIVISION

Colleagues celebrated the July 1 retirement of customer service representative **Ann Thrower**, who spent 28 of her 30 years of state service working at Surplus. "I don't think anyone's been here longer or helped more of our citizens acquire surplus property," said Director **Mickey Sauls**, who presented Ann the Order of the Long Leaf pine on behalf of Gov. Bev Perdue.

VETERANS AFFAIRS

Administration Secretary **Moses Carey** and VA Interim Director **Wayne Peedin** got a jumpstart on the July 4th holiday by visiting residents and their families at the annual holiday cookout at the State Veterans Home in Fayetteville.

North Carolina veterans were honored on May 25 at the General Assembly. Participants included (below from left) George Balch, Disabled American Veterans; **Wayne Peedin**, Interim Director of the Division of Veterans Affairs (DVA); Sen. Linda Garrou; Glenn Batten, DVA; **Eli Panee**, VA; and Jeri Graham, member of the Commission of Veterans Affairs.

STATE PARKING DIVISION

Madeleine Gordon (above) won't officially retire until Sept. 1, but friends and colleagues gave her a colorful send-off on May 24 with all the gear she'll need to become a full-time beach bum – including a pair of parrot shades. She will leave with 11 years of service to the state.

STATE PROPERTY OFFICE

Angaza Laughinghouse, current President of the N.C. Public Service Workers Union-U.E. Local 150, was recently elected National U.E. Eastern Regional Conference Vice President as well. He will be responsible for coordinating and advocating for state/public service human and workers rights in all three southern sub-region U.E.



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On July 11, Administration Secretary Moses Carey presented a Certificate of Appreciation to Wayne Peedin, who demonstrated exemplary dedication during his tenure as Interim Director of the Division of Veterans Affairs.

YOUTH ADVOCACY & INVOLVEMENT OFFICE

YAIO bid farewell to two employees on July 1 as a result of the reductions-in-force required by the state budget. With the departures of **Martha Lowrance**, who had 17 years of state service (including 11 at YAIO), and **Trishana Jones**, a five-year state employee who was honored with an Administrator Award of Excellence, the Division no longer features an advocacy unit.

Administration Secretary **Moses Carey** and Rep. Tom Murray of Wake County, who served as a State Government



YAIO Executive Director Stephanie Nantz hugs Martha Lowrance at her retirement reception.

CFW UPDATES INTERACTIVE MAP

An interactive map connecting citizens to abuser treatment, domestic violence, displaced homemaker and sexual assault programs funded by the **N.C. Council for Women (CFW)** has been posted to its website at <http://www.councilforwomen.nc.gov/programslist.htm>.

The map was updated to reflect the reassignment of programs to different region offices following the June 30 shut down of CFW's Northeast Region office, located in Greenville. Closure

of a regional office was required by the budget passed by the N.C. General Assembly.

"Our goal is updating the map is to make it easier for women and families who are at risk and need assistance from local providers," said CFW Executive Director Jill Dinwiddie. "Grants formerly managed by the Northeast Region office have been redistributed to ensure that essential programs and services remain available to those in need."

Intern just nine years ago, welcomed the 41st class of Interns on May 23.

Congrats to **Elaine Pischke** on the arrival of grandson Jordan Park Ray (right) at 6:39 p.m. April 10. Mother and baby, who weighed in at 8 lbs., 7.5 oz., are doing well. "He is, of course, beautiful," stated his unbiased grandma.

Lisa Flint-Morris, former State Government Internship Program Coordinator, is expecting the arrival of her second baby later this month.



DIVISION NEWS-CONTACT LIST

Do you have good news you'd like to share with DOA colleagues?
Please submit items to your Division Coordinator listed below.

Agency for Public Telecommunications
Commission of Indian Affairs
Council for Women
Division of Facility Management
Division of Non-Public Education
Division of Purchase & Contract
Division of Surplus Property
Office of Fiscal Management
Office of Historically Underutilized Businesses
Human Relations Commission
Human Resources Management
License to Give Trust Fund Commission
Mail Service Center
Management Information Systems
Motor Fleet Management
Secretary's Office
State Construction Office
State Property Office
State Parking Systems
Veterans Affairs
Youth Advocacy and Involvement Office

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Governor Bev Perdue, State of North Carolina

Secretary Moses Carey Jr., N.C. Department of Administration

Anne Bander, Chief Operating Officer

Jill Warren Lucas, Director, Communications Office

Jayce Williams, DOA Graphic Artist